



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### Section 100 - Management & Administration

| General Rules & Administration - 100.00 |  |              |
|---|--|--------------|
| S.O.P. # 100.10                         | <b>General Office Procedures</b>       | PAGE: 1 OF 2 |
| EFFECTIVE: 06/2004                      | Authorized: John Filer, Chief          |              |
| REVISED: 03/2016                        | Authorized: William Stephens, Director |              |

#### 100.10.01 Purpose

The purpose of this SOP is to establish a policy that outlines general office procedures and clean-up responsibilities for each employee assigned an office or personal workspace.

#### 100.10.02 General

Each employee is expected to perform duties and tasks that maintain the general cleanliness and professional appearance of their office or assigned work station.

#### 100.10.03 Policy

Personnel are accountable for the following duties and tasks related to their office or work space:

1. **General Office /Work Space Appearance and Cleanliness** - Personnel will be responsible for the general appearance and hygienic cleanliness of the station to which they are assigned.
  - a. Removal of rubbish and waste from the trash receptacles as needed.
  - b. Recycling bins should be emptied into the common recycling collection receptacles when full or as needed.
  - c. The vacuuming of carpets where the public has access as needed to maintain a professional appearance.
  - d. Mopping of floors accessible to the general public as needed to maintain a professional appearance.
2. **Restroom Cleanliness** - Restrooms utilized by personnel and those accessible to the general public should be maintained in a professional and hygienic manner. Soiled linen should not be left on the floor or towel hooks and personal hygiene items should be stored after each use.
3. **Kitchen Cleanliness** - Personnel are expected to clean up after themselves after each meal.
  - a. This includes the washing, drying and replacement of pots, utensils and dishes used.



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- b. Rubbish and waste is to be removed from trash receptacles whenever they are full.
  - c. Tabletops, countertops and appliances should be wiped down and/or disinfected after each use.
  - d. Kitchen floors should be cleaned and mopped as needed after each use.
  - e. Food placed in the refrigerator should be labeled with the employee's name and dated. Food should not be left in the refrigerator past its expiration date. Prepared food should not be left in the refrigerator past seven (7) days of preparation.
  - f. Issued food pantries should be inspected and cleaned as needed.
- 4. **Lockers** - Lockers should be kept neat and tidy at all times.
  - a. The external surface of the locker should not contain stickers or unauthorized markings.
  - b. Soiled garments and linen should not be stored in locker spaces for extended periods of time.
  - c. Malodorous items should be removed and washed accordingly.
  - d. Food or beverage items should not be stored in lockers.
- 5. **Offices/Work Spaces** - Offices and work spaces should be maintained in a neat and orderly manner.
  - a. Computer screens, keyboards, desk tops, related equipment and other flat surfaces should be dusted, disinfected and wiped clean as needed.
  - b. Carpets or flooring should be vacuumed or mopped as needed.
  - c. Storage bins and or file cabinets (to include the top surface) should be inspected, emptied and cleaned routinely and as needed.
  - d. Rubbish and waste is to be removed from receptacles whenever they are full.
  - e. Open food and beverages should not be stored in office or work spaces overnight.
  - f. Floor space should be kept clear of clutter allowing ease of access and egress. Trip hazards should be removed and or properly stored.
  - g. Television programs, music and ambient sound devices should be kept to a level acceptable for personal enjoyment and consumption. Loud, distracting or over bearing noise levels should be turned down to a professional work level.

### 100.10.04 Security

- 1. Personnel with access to or who keep personnel records, confidential and sensitive documents, financial data, patient care records and or health and medical records must secure said materials at all times while not present at their desk. This is inclusive of electronic or hard copy materials.
- 2. Issued access cards/key fobs, personal pass codes and keys should be kept on your person and not shared with other employees.
- 3. Security doors should be kept closed and locked at all times.